What Constitutes Success? Evaluating Legal Services for Victims of Crime Final Site Report: Maryland Crime Victims Resource Center

However, in March 2020, the COVID-19 pandemic derailed plans, not only for this formative evaluation, but for the entire victim legal services field. After agreeing to pause the project temporarily, JRSA conducted interviews with three MCVRC staff in August 2020 to ascertain the impact of COVID-19 on Maryland's criminal justice system, on legal services, and on their internal operations. Work resumed to design the pilot data collection and pilot test in September 2020. During this time, the evaluation team worked collaboratively with MCVRC to select measures and draft and finalize the logic model, data collection instruments (survey and LegalFiles data), and the implementation guide used to guide the data collection and reporting processes. Training was conducted in January 2021 and pilot data were intended to be collected for the period covering the six-month period from December 1, 2020, through May 31, 2021 (reported quarterly on March 15 and June 15, 2021). MCVRC instead reported for the calendar quarters covering January 1, 2021 through June 30, 2021 (submitted in July 2021). After the pilot test was completed, a post-pilot focus group was held with MCVRC staff to gather feedback about the pilot test experience, and the data were analyzed for their utility in future evaluation.